

July 14, 2022

TO: All Proposers under Request for Proposal No. 22-500613
FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 1

Request for Proposal (RFP) No. 22-500613 for Electronic Jury Management System, is hereby amended as follows:

A. The following questions were submitted and received pertaining to this RFP; the County's responses are as follows:

Question 1: Whether companies from Outside USA can apply for this? (like, from India or Canada)

Response: **It is preferred to have a vendor that is based inside the USA and familiar with federal and state laws centered around jury management operations.**

Question 2: Whether we need to come over there for meetings?

Response: **Some meetings can be held via Zoom, however there may be some meetings/trainings/updates that Superior Court would prefer physical in-person meetings.**

Question 3: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Response: **The location to which a task is completed is not a high-level concern for Superior Court. However, we are more concerned about the quick response time and quick resolution to handling said issue.**

Question 4: Can we submit the proposals via email?

Response: **No. All proposals must be physically delivered to the address in the RFP.**

Question 5: Does the Court currently have an IVR?

Response: **Superior Court currently does not have an IVR software.**

Question 6: Can the Court provide statistics on their call volume?

- a. Number of incoming calls per month

Response: Average calls per month 1880

- b. Average length of calls

Response: Average call length approx. 3 min and 20 secs

Question 7: Does the Court current do any phone call notifications?

- a. Number of calls per month

Response: The Court does not currently do any phone notifications.

- b. Average length of calls

Response: N/A

Question 8: Do Jury agents work from home or other locations than the office?

Response: Jury Management team members can work remote or in other locations than the office.

Question 9: How many Jury agents work at the Court?

Response: The Jury Management division is made up of 10 employees.

Question 10: What kind of notifications does the Court send out to jurors?

- a. Reminders

Response: 0 Reminders sent to jurors

- b. Require to Report

Response: 1 initial summons sent

c. Service Ended

Response: Unused jurors are notified via dial-in system

d. Others?

Response: N/A

Question 11: Please specify the list of attachments which needs to be attached with technical proposal and which needs to keep on separate basis like cost proposal.

Response: Please utilize the Required Documents Checklist on page 4 of the RFP. This checklist includes a list of attachments that must be completed and returned with Responder's technical proposal.

Question 12: Do you want the chat box feature involving jury services, judges and business office manager and accountant or just within jury members?

Response: The chat box feature should only involve jury services. This function will allow jurors to ask question and correspond with Jury Management prior, during and after jury service.

Question 13: Do you want a single communication platform in the website like chat box or multiple in a separate tool?

Response: The communication platform should be a single tool within the website.

Question 14: Can you explain a bit more about IVR process about how you want us to make it in implementation? Do the requirements specify for a demand of a voice control website?

Response: As listed in the RFP, the requested IVR feature should allow the jurors to check their reporting status, juror payment status, provide answers to general questions, etc. This feature will allow jurors to navigate more independently to obtain an answer for their questions.

Question 15: Are you looking for a scan reader capability in the website (through scanning documents simultaneously getting information updated as a reader)?

Response: Yes, scanning documents and having the ability to scan documents along with jury summons is an important feature of the requested system.

Question 16: Do you want a scan reader conversion software from our side for document and reports scanning?

Response: Yes, being that the juror can upload a document, it is necessary to have conversion software to accommodate for the different forms of documents that could potentially be uploaded.

Question 17: Do you want upload section of images and video components under chat box?

Response: Yes, we would like to have a section within the chat box to allow images to be uploaded while in the chat. A video option within the same chat box would be preferred also.

Question 18: Do you require hardware specification list from vendor or hardware supply?

Response: Yes. Please refer to the RFP. Respondents must include a complete itemized hardware recommendation if any hardware is required. Respondent's recommended hardware specifications must conform to the County's hardware standards specified in this section. The goal is to have a high-performance system rather than an economical one.

Question 19: Apart from new website set up, do you want us to improve service for your existing website as mentioned under specification RFP Apache 2.2?

Response: No. Your RFP will have no relationship to the county's website, except in so far as including a link to point to the new Jury Management system or portal.

Question 20: Please share the format of attachment “Mandatory Acknowledgement of Site Visit” as it is not mentioned in the RFP.

Response: **There is no Site Visit for this solicitation. Any mention of a Site Visit can be disregarded.**

Question 21: What are the other functions that you are looking under business office manager and account?

Response: **The functionality of the Business Office Manager should be consistent with the Jury Management Office and have access to pull reports and review any and financial documents.**

Question 22: Do they both need to have separate login page?

Response: **The Business Office Manager should be able to login as the Jury Management Division does. Each user of the jury software will need to have their own individual user login.**

Question 23: Can you please explain a bit more about the below mentioned points in RFP?

- a. “Allows jurors to submit documentation for request online.” Please specify the “documentation” mentioned here.

Response: **Documentation in this context refers to requested documents such as driver’s license/ID, affidavits, etc. Documentation is needed to determine whether a juror can be deferred, excused, exempt or disqualified.**

- b. “Allows jurors to complete an exit questionnaire”. Where do you want to put the “exit questionnaire”?

Response: **The exit questionnaire should be sent to juror after service has been completed.**

- c. “Allows jurors the option to enhance communication with Jury Service Office”. Is it within the chat box feature?

Response: **Yes, the chat box feature will be used to enhance communication with the Jury Services Office.**

d. “Allows jurors to print replacement summons”. Please explain.

Response: If a juror misplaces their summons, this feature will allow a replacement summons to be sent to them via the jury management software. A prospective juror will have to request another summons and will not have the ability to reproduce a summons with the authority of the Jury Services Office’s approval.

Question 24: Explain the meaning of updating juror address through NCOA prior to mailing summonses (pre-sorts summonses).

Response: Vendor will perform a NCOA scrub prior to mailing summonses. All addresses should be confirmed through the NCOA. This process is used to confirm the address is correct and lessens the chance of being undeliverable.

Question 25: In what way you wish to offer online technical and informational support and yearly updates to the trial jury and grand jury wheels?

Response: The prospective software should provide the option of online technical and informational support to the staff as needed. Annual updates to the trial jury and grand jury wheels to ensure the process remains random through the juror selection process.

Question 26: Do you wish to integrate functionality of new website from your existing website as well apart from RFP requirements? If yes, please mention the existing website link.

Response: No, is a separate project and this integration is not needed at this time.

Question 27: Are you looking to have language selection ability within website for jury, judges and accounts manager?

Response: This function is not needed or desired at this time. To have the capabilities of incorporating this function in the future, could be helpful if deemed necessary at that time.

Question 28: Please elaborate on these points:

- a. allows for integration with audio/visual systems to display Juror information in real-time on Jury Assembly Room monitors.

Response: We would like both juror names and juror numbers displayed on the monitors throughout the Jury Assembly Room, to provide an additional component of verification at the time jurors names are called to proceed to a courtroom.

- b. capable of being integrated with other system platforms used within the Court.

Response: Ideally, we would like to obtain a system that would coincide with the Court's case management system. This level of integration will lessen the duplication of efforts when producing juror paperwork for the courtroom and cases called to trial.

- c. provide a 'Notes' section with an option to choose the level of priority includes a redaction tool.

Response: The 'Notes' section is necessary to track all juror interactions and updates. The redaction tool would only be used to change the level of priority for a certain interaction.

- d. allows Jury Services to program the system to tell stand-by jurors whether or not they have to report.

Response: Jurors report for service weekly Monday-Thursday. Each day jurors are notified as to whether their service is needed. We would like this feature to be integrated with the IVR system.

Question 29: Is there a 2022 budget for this project?

Response: Budget for this project cannot be disclosed at this time.

Question 30: Can we divide the project into phases as the features are significant and it's better to deliver the project into phases of 3 months each?

Response: The implementation phase should not take 3 months per phase.

Question 31: Can you give some explanation on the flow of the project i.e., what feature would come after the other describing how the screen flows in layman's terms?

Response: **A basic project flow chart is provided below. However, the preferred vendor should provide their own project flow chart based on their software. Start → Project Overview/Assessment and Expectations/Timelines → Preparation for Implementation → Implementation → Testing → Launch New Jury Management System**

Question 32: Do you need a new website as well as improvement of an existing website? or are you looking to integrate features from existing website to new one?

Response: **Currently, Superior Court is looking to integrate features into our existing website. As discussions progress around the creation of a new website, we would like for our jury management software to be easily integrated into the new website.**

Question 33: Regarding the following requirement: "provides an Online Chatting feature", we assume this is intended for Juror communication with the Jury Administration - is this correct?

Response: **Yes, the online chat feature is designed to allow jurors to communicate with the Jury Management team.**

Question 34: Regarding the following requirement: "allows for integration with audio/visual systems to display Juror information in real-time on Jury Assembly Room monitors" - please note the following questions:

a. Will the court reuse existing displays in Jury room, if so, how many are existing?

Response: **Superior Court will be utilizing the existing four display screens that are currently in use at this time.**

b. Do they want to add any additional or replace older displays? If so, where, how many, what size and will they be wall mounted or ceiling mounted?

Response: **No additional displays are needed at this time.**

Question 35: Can the County please provide additional detail on what is envisioned with this requirement: "provide a 'Notes' section with an option to choose the level of priority includes a redaction tool".

Response: **The 'Notes' section is necessary to track all juror interactions and updates. The redaction tool would only be used to change the level of priority for a certain interaction.**

Question 36: Does the County currently have an Interactive Voice Response (IVR) system? If so, which system?

Response: **No, there is currently no Interactive Voice Response (IVR) system in place.**

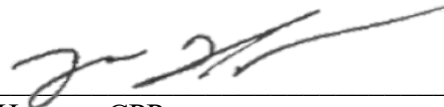
Question 37: For the following UAT and Final Acceptance requirements - please clarify if the County is referring to sixty (60) calendar or business days:

- a. Upon receipt of the letter of certification from the Respondent by DeKalb County, a sixty (60) day period of user acceptance testing will commence. Final acceptance will be made after the warranty period begins. This period will be a sixty-day (60) period of on-site post implementation support provided by the Respondent to resolve any issues that arise after the system has been placed into production.

Response: **If there are no P/C requirements, 60 calendar days will suffice.**

It is the responsibility of each responder to ensure all awareness of all addenda issued under this RFP. Please sign and return this addendum with your proposal. You may email Jovan Hooper, Senior Procurement Agent at jhooper@dekalbcountyga.gov before the RFPs are due to confirm the number of addenda issued.

All other conditions remain in full force and effect.



Jovan Hooper, CPP
Senior Procurement Agent
Department of Purchasing and Contracting

ACKNOWLEDGMENT

Date: _____

The above Addendum is hereby acknowledged:

(NAME OF RESPONDER)

(Signature)

(Title)